

REFUND, RETURN AND CANCELLATION POLICY

PRESCRIPTION EYEWEAR

Cannot be returned for a refund. Warranty and exchanges may apply. See below.

FRAMES

All frames are warranted against defects in workmanship for a period of one year from the date of purchase. Frames may be exchanged for full credit one time for patient satisfaction up to 30 days from date of purchase. Lens fees may apply. See an optician for details.

PRESCRIPTION LENSES

Lenses will be made and inspected to the specification of the prescription given and with the material and options you have selected. If the lens has a manufacturers defect we will replace them with the identical item in the original prescription at no charge to you within 30 days of purchase.

COATINGS

Anti-reflective coatings and scratch coatings are warranted at no cost to you for a period of one year from the date of purchase.

NON-ADAPT POLICY

Lenses: If you are not satisfied with the lens performance, the lenses may be exchanged for another lens type, up to the original value. Change must be made within 30 days of original order. **No refunds will be given.**

Progressive Lenses: If for any reason you are not able to adapt to using the progressive lenses we will replace them, within 30 days of receipt, with either a pair of single vision lenses for distance or near, or a lined bifocal. **No refunds will be given.**

CANCELLATION POLICY

Once the lab has started your order, you may be eligible for a 50% refund. See an Optician for details.

OUTSIDE DOCTOR'S CHANGES

One doctor's change will be honored for a period of 30 days from the date of dispense. Costs associated with changes other than prescription will be responsibility of the patient. Subsequent changes will be made at 50% of original cost unless otherwise noted on order.

**Scratches and fatigue from obvious abuse are not considered defects. Manufacturer guidelines will apply.